

Cymuned



Welsh Water's Working Household Support Scheme

Cymuned is a financial support offering from Welsh Water, in partnership with Citizens Advice, Warm Wales and StepChange Debt Charity, which aims to help working households who are struggling to afford the essentials, like their water bill.

What is the scheme?

Eligible households will receive a three month 'charge free' period, which equates to a discount of around £100-£120 based on an average annual bill.

Who is eligible?

Households with at least one working adult:

- Whose combined total income is £50,000 per year or less
- Whose household bills exceed their income
- Who do not qualify for another Welsh Water social tariff or debt scheme

How does it work?

Customers cannot apply directly to Welsh Water. They must first complete an income and expenditure assessment with Citizens Advice, Warm Wales or StepChange Debt Charity.



citizens
advice



StepChange
Debt Charity

dwrcymru.com/cymuned

